

# MARICOPA ASSOCIATION OF GOVERNMENTS

## INFORMATION SUMMARY... for your review

**DATE:**

September 21, 2011

**SUBJECT:**

Purpose of the 3-1-1 Business Plan Committee

**SUMMARY:**

Several metropolitan regions have deployed a 3-1-1 system to handle calls for non-emergency services. Recently, some cities along with Maricopa County, have discussed deploying a 3-1-1 system for this region. The purpose of the 3-1-1 number is to handle non-emergency services and to streamline citizen interactions while lowering costs. The preliminary discussions have envisioned a system with a simple Interactive Voice Recognition service that will allow callers to be redirected to the appropriate agency. Each agency would have the option of directing calls to their own 3-1-1 call center, switchboard, or recorded message directing callers to a website. This would be a carrier provided service and would not rely on 9-1-1 infrastructure or operational activities. To explore initiating a 3-1-1 system on a regionwide basis, additional planning on the proposed business model and the technology that would be used is required.

On July 13, 2011, the Management Committee voted to form a 3-1-1 Business Plan Committee. To examine the technical issues, it was recommended that the existing MAG Technology Advisory Group (MAGTAG) report to the 3-1-1 Business Plan Committee. To ensure coordination with the MAG 9-1-1 committees, it was recommended that a representative from the MAG 9-1-1 Oversight Team serve on the 3-1-1 Business Plan Committee and a representative from the MAG 9-1-1 Public Safety Answering Point Managers Group serve on the MAGTAG. The committee will discuss how to move forward in providing recommendations on 3-1-1 Implementation to the Management Committee in early 2012.

**PUBLIC INPUT:**

None.

**PROS & CONS:**

PROS: If the implementation moves forward, citizens will have streamlined access to municipal services through an easy to remember number and could potentially save agencies money through efficient call handling.

CONS: Dependent on solution chosen.

**TECHNICAL & POLICY IMPLICATIONS:**

TECHNICAL: None at this time.

POLICY: None at this time.

**ACTION NEEDED:**

Information and discussion.

**PRIOR COMMITTEE ACTIONS:**

On July 13, 2011, the Management Committee voted to form a 3-1-1 Business Plan Committee. To examine the technical issues, it was recommended that the existing MAG Technology Advisory Group (MAGTAG) report to the 3-1-1 Business Plan Committee. To ensure coordination with the MAG 9-1-1 committees, it was recommended that a representative from the MAG 9-1-1 Oversight Team serve on the 3-1-1 Business Plan Committee and a representative from the MAG 9-1-1 Public Safety Answering Point Managers Group serve on the MAGTAG.

MEMBERS ATTENDING

- Charlie Meyer, Tempe, Chair
- Karen Peters for David Cavazos, Phoenix
- # Matt Busby for George Hoffman, Apache Junction
- Charlie McClendon, Avondale
- Stephen Cleveland, Buckeye
- \* Gary Neiss, Carefree
- Wayne Anderson for Usama Abujbarah, Cave Creek
- Patrice Kraus for Rich Dlugas, Chandler
- Leah Hubbard for Spencer Isom, El Mirage
- \* Phil Dorchester, Fort McDowell Yavapai Nation
- \* Rick Davis, Fountain Hills
- Rick Buss, Gila Bend
- \* David White, Gila River Indian Community
- \* Collin DeWitt, Gilbert
- Ed Beasley, Glendale

- John Fischbach, Goodyear
- Bill Hernandez, Guadalupe
- Darryl Crossman, Litchfield Park
- Miranda Culver for Christopher Brady, Mesa
- David Andrews for Jim Bacon, Paradise Valley
- Carl Swenson, Peoria
- # Patrick Flynn for John Kross, Queen Creek
- \* Bryan Meyers, Salt River Pima-Maricopa Indian Community
- Brad Lundahl for David Richert, Scottsdale
- # Chris Hillman, Surprise
- Reyes Medrano, Tolleson
- \* Gary Edwards, Wickenburg
- # Lloyce Robinson, Youngtown
- Kwi Sung Kang for John Halikowski, ADOT
- Kenny Harris for David Smith, Maricopa Co.
- David Boggs, Valley Metro/RPTA

- \* Those members neither present nor represented by proxy.
- # Participated by telephone conference call.      + Participated by videoconference call.

This topic also has been discussed by the MAG Regional Council, MAG 9-1-1 Oversight Team and the MAG Technology Advisory Group.

**CONTACT PERSON:**

Audrey Skidmore, Information Technology Manager, (602) 254-6300.